

Client Information Officer Disability Royal Commission Legal Service

Temporary full/part time (Refer: More information)

Information and Advice Services

Classification	AO3/PO2
Salary	\$62,432.00 to \$79,128.00 a year full time hours
Closing date	Friday, 28 th February 2020
VRN	LAQ 11/20
Location	44 Herschel Street, Brisbane
Contact	Rachael Broadhurst, Ph (07) 3917 0164

Apply online via www.smartjobs.qld.gov.au/

Our vision and purpose

Legal Aid Queensland's vision is to be a leader in a fair justice system where people are able to understand and protect their legal rights. Our purpose is to provide quality, cost effective legal services to financially disadvantaged people throughout Queensland.

Information and Advice Services

Legal Aid Queensland's Information and Advice Services area provides high-quality legal information, referral and legal advice services to vulnerable and disadvantaged Queenslanders over the telephone, face-to-face, at our regional offices, at correctional centres and via videoconference.

The division is currently hosting a hotline providing frontline legal assistance to clients engaged with, or seeking to engage with, the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (the Royal Commission). This hotline forms part of the Disability Royal Commission Legal Service (DRCLS), which is a national service operated by Legal Aid Queensland, in conjunction with staff from National Legal Aid and National Aboriginal and Torres Strait Islander Legal Services.

The DRCLS provides legal advice, information and assistance to people with disability, their families, carers, advocates and supporters wanting to engage with the Royal Commission. It is an independent, trauma-informed and culturally safe service delivered nationally using best practice standards and a human rights approach.

Conditions and benefits of working for Legal Aid Queensland

- 36.25 hrs per week (full time hours)
- 12.75% employer super contributions
- Flexible working hours
- Generous salary packaging available
- Study leave for approved work-related courses

The role

This is an exciting opportunity for a disability support worker, social worker or customer service professional to take on a demanding and rewarding role in the DRCLS.

As a Client Information Officer, you will provide verbal and written information to people – primarily over the telephone – about our services and how to engage with the Royal Commission. You will need to have and to develop skills in communicating with persons with complex needs, including:

- people with profound physical, sensory, cognitive and psychological disabilities;
- people with complex trauma and who are experiencing the effects of traumatic stress;
- people who live in remote locations; and

- people who come from non-English speaking or Aboriginal and Torres Strait Islander backgrounds.

Client Information Officers also support callers to participate in a trauma-informed, culturally sensitive and accessible legal service and identify any reasonable adjustments that may be required by the DRCLS to facilitate this advice. Client Information Officers also identify and facilitate referrals for callers to access legal and non-legal support throughout Australia.

This role requires completion of an extensive initial training program and participation in ongoing training and development to enhance your customer service and communication skills, your knowledge of trauma-informed and culturally sensitive service delivery and to improve your knowledge of the law and Australia's legal system.

Your contribution

- Facilitate trauma-informed, culturally sensitive and accessible service delivery to all clients of the DRCLS.
- Manage all incoming calls to the DRCLS hotline by identifying client information, legal advice and accessibility requirements and meeting these, wherever possible.
- Provide information through a variety of written and verbal electronic communication systems about the Royal Commission, including information about how to engage with the Royal Commission, information about the DRCLS and information about external referral and advocacy services which are available to people engaging with the Royal Commission.
- Assess clients' needs for urgent legal assistance or referral services and take appropriate action.
- Participate in skill development, call de-briefing and self-reflection processes, including call monitoring, on-the-job and group training.
- Help improve and maintain information databases of the DRCLS by providing regular feedback on the information's appropriateness, use and accuracy.
- Participate in team, process and service improvement activities.
- Create and maintain a positive and efficient organisational image by providing outstanding client service by telephone and other electronic communication methods.

What we are looking for

In completing the role, the following capabilities are required:

- You have experience providing client services using a variety of electronic communication methods and to vulnerable and/or distressed clients (e.g. persons with disability, persons with complex trauma, persons from culturally and linguistically diverse backgrounds and clients identifying as Aboriginal and/or Torres Strait Islander) and have knowledge of the social issues impacting people with disability.
- You have a demonstrated ability to communicate both orally and verbally in a clear and succinct

manner and you have the ability to explain information using language that is tailored to your audience.

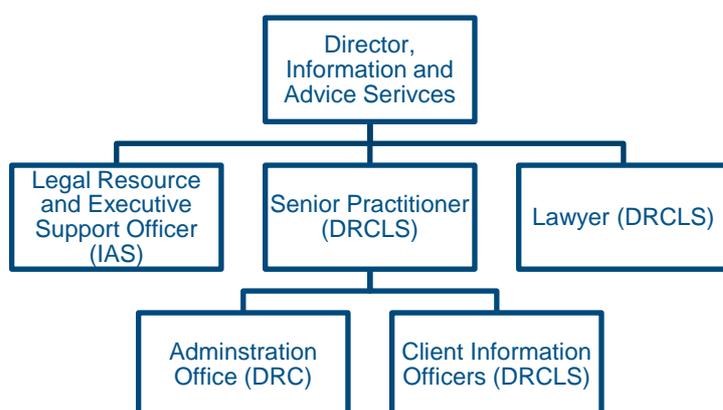
- You have knowledge of, or have the ability to rapidly acquire knowledge of, the Royal Commission, Australia’s legal system, referral services to assist persons to engage with the Disability Royal Commission and the use of information technology systems.
- You have established self-care practices and respond resiliently to workplace stress, difficult client interactions and emotionally distressing stories.
- You understand the workflows associated with providing client services to people with disability, people with vulnerabilities and/or emotionally distressed persons and can identify and recommend opportunities for improved work practices.

Mandatory requirement or special conditions

There are no mandatory requirements for this position, but an understanding of trauma-informed service delivery, legal concepts and/or qualifications social work or behavioural sciences would be highly regarded.

Your reporting relationships

You will report to the Senior Practitioner – Disability Royal Commission Legal Service.



More information

- It is a requirement that any applicant recommended for this position undertake a criminal history and working with vulnerable persons check.
- Position is temporary full time until 30 June 2022. Applications for part- time hours will also be considered.

- A 3-month probation period may apply.
- Within one month of commencing employment, the successful applicant is required to disclose any employment as a lobbyist in the preceding two years.
- Applications will remain current for a period of up to 12 months and may be considered for other vacancies (identical or similar) which may include an alternative employment basis (temporary, permanent; full-time or part time).
- A non-smoking policy is effective in all Legal Aid Queensland buildings and motor vehicles.
- Legal Aid Queensland values the skills and insights we gain through a diverse and inclusive workforce that reflects the community we serve. We encourage people with disability and people from culturally diverse backgrounds, including Aboriginal and Torres Strait Islander people to apply for this position.

How to apply

To apply for this role, you will need to provide:

- Your current resume detailing your previous work, voluntary or relevant experience including two referees who have personally observed you displaying the capabilities required for this role.
- A written response to the capabilities required of this role, outlining your suitability for the position in the context of the role's responsibilities (two pages maximum)

Further information on applying can be found in the [Information for Job Applicants Kit](#).

Submit your application

- Go to www.smartjobs.qld.gov.au
- Login in or create a 'My SmartJob' account
- Locate the role and click on Apply Online and follow the prompts

Track your application

By applying online, you can track your application through the process, maintain your personal details through registration and withdraw your application if required.

Technical difficulties

If you experience any technical difficulties when accessing www.smartjobs.qld.gov.au please contact 13 QGOV (13 74 68).

Late applications

Late applications cannot be submitted via Smart jobs, so please allow enough time before the closing date to submit your application. If you wish to discuss a late submission the contact on this role

description is the best contact. Alternatively, you can contact Legal Aid Queensland's People, Culture and Capability team on 07 3917 0152.